

1. Position Identification

Title:	NRAS Officer	FHL Level:	5
Department:	Finance	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Team Leader Credit and Collections	Date last updated: By whom:	5/5/2021 Team Leader Credit and Collections

2. Purpose of Position

The NRAS Officer is responsible for operating and administering the National Rental Affordability Scheme (NRAS) program for properties owned and managed by FHL to ensure regulatory, contractual and legislative compliance is achieved and to maximise incentive payments received from the Department of Social Services (DSS).

3. Key Working Relationships

<p>Internal:</p> <ul style="list-style-type: none"> Rent Assessor Team Leader Credit and Collections Senior Management Finance Team Tenant Services Team Allocations Team Income Recovery Officer Reception 	<p>External:</p> <ul style="list-style-type: none"> Tenants and Residents Support Workers Manager Foyer Oxford (Anglicare) NRAS Relationship Manager (DSS) Centrelink Department of Veterans' Affairs
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4. Accountabilities and Responsibilities

- Ensure that the systems, procedures and activities of FHL are compliant with NRAS legislative, regulatory and contractual requirements and relevant standards.
- Maintain current knowledge of NRAS legislative and regulatory requirements.
- Build and maintain effective relationships externally to support FHL achieving NRAS compliance and implement best practice methods.
- Liaise with several different departments within FHL to obtain relevant documentation required for NRAS compliance.
- Input all Tenant Demographic Assessment Form (TDA) information onto the NRAS portal, including vacancy periods and rent changes and loading supporting documents, to ensure compliance for NRAS year.
- Submit Statements of Compliance for each property in the NRAS portal on an annual basis.
- Complete income assessments, tenant demographic assessments for new tenants, annual reviews and tenant circumstance changes in accordance with NRAS regulations.
- Maintain up-to-date records of key dates, market rent values, tasks and status relating to NRAS dwellings and eligibility assessments.
- Conduct weekly reporting on vacancies in FHL owned NRAS properties.
- Maintain a high level of accuracy in all correspondence and administrative documents associated with NRAS activity.

Job Description

- Deliver outstanding customer service as an initial point of contact for NRAS, FHL owned properties.
- Update NRAS procedures as required.
- Other ad hoc duties as required.

5. Culture and Values

Solution Focused

We work together to find solutions that benefit our people and customers

Caring

We care for others and display empathy, fairness and respect

Honest

We act with integrity and own our decisions

6. Safety Awareness

Level 1 to 6

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

7. Work Related Requirements/Selection Criteria

Essential Skills

Experience and Skills

- Proven ability to maintain accuracy and attention to detail.
- Excellent planning, time management and organisational skills.
- Excellent written and verbal communication skills.
- Highly developed interpersonal and customer service skills, including the ability to interact with internal and external stakeholders of all backgrounds.
- Proactive and solution focused approach.
- Advanced skills level within Microsoft Excel and intermediate with other MS office suite.
- Highly developed numeracy skills.

Other

- National Police Clearance
- Current WA Driver's Licence

Desirable Skills

- Knowledge of the NRAS program, relevant legislation and regulations.
- Experience in assessing compliance against a legislative, regulatory and contractual framework.

Job Description

- Knowledge of the Residential Tenancies Act.
- Previous experience working with Centrelink payments and entitlements.

8. Position Dimensions

Number of staff directly reporting to position	None
Work Locations	Leederville

Employee Name: _____

Signature: _____ Date: _____